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PATENT TRADEMARK OFFICE

Substitute for Form PTO 1449

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

**Complete if Known**

Application No.	09/518,916
Filing Date	03/03/2000
First Named Inventor	Andrew V. Lukas
Art Unit	3625
Examiner Name	James H. Zurita
Attorney Docket No.	1160216-0531073

Sheet	1	of	3
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**U.S. PATENT DOCUMENTS**

Examiner Initials	Cite No.	DOCUMENT NUMBER Number-Kind code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US-			

**FOREIGN PATENT DOCUMENTS**

Examiner Initials	Cite No.	Foreign Patent Document Country Code <sup>3</sup> -Number <sup>4</sup> -Kind code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>

**OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS**

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>6</sup>
	1	Information Disclosure Statement for 09/909,240, dated 02/24/2004	
	2	Information Disclosure Statement for 09/909,240, dated 07/29/2002, copy not available outside of PTO records	
	3	Original Application for 09/909,240, dated 07/19/2001	
	4	Information Disclosure Statement for 09/909,241, dated 10/18/2005	
	5	Information Disclosure Statement for 09/909,241, dated 02/11/2005	
	6	Office Action for 09/909,241, dated 06/04/2004	
	7	Office Action for 09/909,241, dated 12/10/2003	
	8	Information Disclosure Statement for 09/909,241, dated 07/25/2002	
	9	Original Application for 09/909,241, dated 07/19/2001	
	10	Information Disclosure Statement for 09/909,250, dated 11/19/2007	

EXAMINER SIGNATURE

*James Zurita*

DATE CONSIDERED

*2/8/08*

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11	<del>Office Action Non-Final Rejection for 09/909,250, dated 11/28/2007</del>	
12	<del>Office Action for 09/909,250, dated 04/17/2006</del>	
13	<del>Information Disclosure Statement for 09/909,250, dated 09/26/2005</del>	
14	<del>Office Action for 09/909,250, dated 06/22/2005</del>	
15	<del>Information Disclosure Statement for 09/909,250, dated 02/14/2005</del>	
16	<del>Information Disclosure Statement for 09/909,250, dated 02/24/2004</del>	
17	<del>Information Disclosure Statement for 09/909,250, dated 08/19/2002</del>	
18	<del>Original Application for 09/909,250, dated 07/19/2001</del>	
19	<del>Information Disclosure Statement for 10/679,192, dated 11/19/2007</del>	
20	<del>Information Disclosure Statement for 10/679,192, dated 04/12/2006</del>	
21	<del>Information Disclosure Statement for 10/679,192, dated 03/22/2004</del>	
22	<del>Information Disclosure Statement for 10/679,192, dated 03/12/2004</del>	
23	<del>Information Disclosure Statement for 10/679,192, dated 10/03/2003</del>	
24	<del>Original Application for 10/679,192, dated 10/03/2003</del>	
25	<del>Information Disclosure Statement for 11/686,812, dated 11/13/2007</del>	
26	<del>Original Application for 11/686,812, dated 03/15/2007</del>	
27	<del>Information Disclosure Statement for 11/746,767, dated 11/19/2007</del>	
28	<del>Original Application for 11/746,767, dated 03/15/2007</del>	
29	<del>Preliminary Examination report for PCT/US03/32194</del>	
30	<del>Written Opinion for PCT/US03/32194</del>	
31	<del>Office Communication for CA 2,366,194, dated 11/01/2006</del>	
32	<del>Office Communication for CA 2,366,507, dated 09/06/2007</del>	
33	<del>EPO Communication for EP 01130610.7, dated 07/18/2007</del>	
34	<del>EPO Communication for EP 01130610.7, dated 09/28/2006</del>	

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*James Zurita*

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Sheet	3	of	3	Attorney Docket No.	1160216-0531073

**CONVERGYS CROSS REFERENCES**

Examiner initials	Cite No.	
		<del>09/909,240</del> <del>6,745,172</del>
		<del>09/909,241</del> <del>7,031,951</del> US2002-0116243 A1
		<del>09/909,250</del>
		<del>10/679,192</del> US2004-0158480 A1
		<del>11/686,812</del>
		<del>11/746,767</del> US 2007-0208682 A1
	35	<del>PCT/US03/31294</del> WO 2004/31948
	36	<del>CA 2,366,194</del>
	37	<del>CA 2,366,507</del>
	38	<del>EP 01130610</del>
	39	<del>EP 01130611</del>

Copies of Foreign Patent Documents and Other Prior Art submitted with Information Disclosure Statement dated with U.S. Application Serial No.

If additional copies needed, please contact patent attorney.

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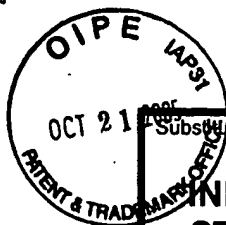
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Sheet 1 of 1

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Application Number	09/518,916
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First Inventor	Lukas, Andrew V., et al.
Art Unit	3625
Examiner Name	Zurita, James H.
Attorney Docket No.	1160215.0531073

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JZ		US-2001/0032140 A1	10-18-2001	Hoffman	
		US-			
		US-			

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JZ		WO97/44767	11-27-1997	Cook, et al.		
JZ		WO98/32107	07-23-1998	Padwa.		
JZ		EP 0 829 996 A2	03-18-1998	Brown, et al.		
JZ		WO00/29977	05-25-2000	Mukherjee.		

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Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
JZ		Retro search results for Abandoned Shopping Cart Problem Article. 22 PP	
JZ		Ginger Koloszyk, Abandoned "Shopping Carts" Pose Major Challenge for Internet Retailers, July 1999, Pages 41-44, Stores. 41, 42, 44	
JZ		"Meet Lightspan - Lightspan's Management Team", <a href="http://www.lightspan.com/cgi-bin/ac">http://www.lightspan.com/cgi-bin/ac</a> , pages 1-3, April 18, 1996.	
JZ		"Meet Lightspan - Expanding the Learning Environment", <a href="http://www.lightspan.com/cgi-bin/ac">http://www.lightspan.com/cgi-bin/ac</a> , pages 1-4, April 18, 1996.	
JZ		Giuseppe Attardi, Antonio Cisternino, and Maria Simi, "Web-based Configuration Assistants", pages 1-9. P# 1, 3, 5, 7, 9, 11 ONLY	
JZ		Wendell Lansford, "Real-time interactive sales and services across the Internet: Optimizing the customer experience", Call Center Solutions volume 17 number 5, pages 34-59, November 1998. P 1, 3, 5 ONLY	

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*James Zurita*

Examiner Signature	JAMES ZURITA PRIMARY EXAMINER	Date Considered	2/8/08
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